GOVERNMENT OF INDIA
CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
LOK SABHA

STARRED QUESTION NO:62
ANSWERED ON:27.11.2006
CONSUMER CASES
Kripalani Shri Srichand;Narhire Smt. Kalpana Ramesh

Will the Minister of CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION be pleased to state:

(a) whether the half-yearly review regarding the number of cases pending in the consumer courts has been made recently;

(b) if so, the details thereof indicating the number of complaints received, disposed of and pending with the National Consumer Commission as on date;

(c) whether any action plan has been prepared for speedy disposal of the pending complaints;

(d) if so, the details thereof;

(e) the quantum of funds allocated to the States to set up consumer fora in the States; and

(f) the details of consumer fora constituted by such States?

Answer

MINISTER OF AGRICULTURE AND MINISTER OF CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION (SHRI SHARAD PAWAR)

(a) to (f): A statement is laid on the table of the house.

STATEMENT REFERRED TO IN REPLY TO PARTS (a) to (f) OF LOK SABHA STARRED QUESTION NO. 62 FOR 27/11/2006 REGARDING CONSUMER CASES

(a) : Disposal of cases filed in the Consumer Fora are being monitored/reviewed on a regular basis.

(b) : Details are as follows:-

Cases filed since inception	Cases disposed of since inception	Cases pending	% of total disposal
45375	36928	8447	81.38%

(c) & (d): The Consumer Protection Act, 1986 and the Rules & Regulations framed thereunder stipulate time norms for disposal of cases by the Consumer Fora.

In order to facilitate the National Commission in speedy disposal of cases Government have taken the following measures:-

i) A project for computerization and computer networking of the National Commission and other consumer fora has been initiated to promote e- governance, transparency, efficiency and systematizing of working of Consumer Fora.

ii) The number of posts of Members in the National Commission has been increased from five to nine to facilitate constitution of more Benches.

iii) The National Commission has been empowered to hold Circuit Benches at eleven notified places outside Delhi.

(e) : The State Governments are responsible for setting up State Commissions and District Fora in their respective States as per the Consumer Protection Act, 1986. However, in order to supplement the efforts of the State Governments in strengthening/meeting the gaps in infrastructure of the Consumer Fora, the Central Government has extended a grant of Rs.61.80 crores during 1995-99, Rs.10.20 crores during 2004-05 and Rs.13.49 crores so far during the current financial year, to State Governments.

(f) : The number of Consumer Fora set up in each State/UT is given in the Annexure.

ANNEXURE REFERRED TO IN REPLY TO PART (f) OF LOK SABHA STARRED QUESTION NO. 62 FOR 27/11/2006 REGARDING CONSUMER CASES

Sl. No.	Name of State/UTs	No. of State Commission	No. of District Fora
1	Andhra Pradesh	1	29
2	A & N Islands	1	1
3	Arunachal Pradesh	1	16
4	Assam	1	23
5	Bihar	1	38
6	Chandigarh	1	2
7	Chattisgarh	1	16
8	D & N Haveli	1	1
9	Daman &Diu	1	2
10	Delhi	1	10
11	Goa	1	2
12	Gujrat	1	26
13	Haryana	1	19
14	Himachal Pradesh	1	12
15	Jammu & Kashmir	1	2
16	Jharkhand	1	22
17	Karnataka	1	30
18	Kerala	1	14
19	Lakshadweep	1	1
20	Madhya Pradesh	1	45
21	Maharashtra	1	38
22	Manipur	1	8
23	Meghalaya	1	7
24	Mizoram	1	8
25	Nagaland	1	11
26	Orissa	1	31
27	Pondicherry	1	1
28	Punjab	1	17
29	Rajasthan	1	33
30	Sikkim	1	4
31	Tamilnadu	1	30
32	Tripura	1	4
33	Uttar Pradesh	1	70
34	Uttaranchal	1	13
35	West Bengal	1	21
	TOTAL	35	607